

CHAPTER I

INTRODUCTION

This chapter discuss about background, problem formulation, research purpose, research benefit.

A. Background

Three years before Aryaduta Palembang hotel was officially opened and began its operation, it was The Aston Palembang Hotel and Convention Centre. On the 1st September 2008 the management changed into The Aryaduta Convention Centre. The Aryaduta Hotel and Convention Centre Palembang is a five-star hotel. The location of the hotel is on Jl.POM IX Palembang square. The location is very strategic because it is built in the centre of Palembang city. It is close to the business area, shopping centre and entertainment.

Aryaduta Hotel and Convention Center Palembang has eight departments. They are Front Office, Housekeeping, Purchasing, Accounting, Sales and Marketing Engineering, Human Resources, and Food and Beverage Department. Each department has its duties and responsibilities. One of departments in Aryaduta hotel is Food and Beverage Department. This department has duties and responsibilities to produce food and beverage. Another duty and responsibility of food and beverage is to serve the guest of the hotel with the food and beverage.

In Aryaduta Hotel, Food and Beverage Department is divided into two sections they are Food and Beverage Product and Food and Service sections. Food and Beverage Product Section tries hard to prepare and produce food and beverage with high quality. Meanwhile, Service Section tries hard to serve the guest with excellence service. At the same time, restaurant in Aryaduta tries to prepare and produce high quality food and beverage and to serve the guest with excellence service.

In doing the duty, the waiter in food and beverage service exactly in restaurant sometimes has problem such as the guest changes order or ask the order out of the restaurant menu. The thing that must be understood by the guest is the food has been adjusted to menu. It makes difficult and may give problems for the waiter in the kitchen when guest want food with “Y” sauce or he wants the sauce with vegetables “C”, “Z” etc. Problem is thing that is difficult to deal with or understand (Hornby,1995,p.921). The question arises what are the mistakes conducted by waiters and waitresses in doing service?

The above question is very important for the development of Aryaduta Hotel and Convention Centre Palembang to serve or answer so that the management will understand what to do in relation to excellence service. Moreover, the management will understand the real condition of the staff at Food and Beverage Service of Aryaduta Hotel and Convention Centre Palembang. Therefore, the researcher focuses on the duties in Food and Beverage service at the restaurant of Aryaduta Hotel and Convention Centre Palembang in relation to that focus, the writer tries to choose the title of the research: *“The problems faced by waiter and waitress in doing service at the kitchen restaurant of Aryaduta Hotel and Convention Centre Palembang”*.

B. Problem Formulation

The following is the problem formulation of the research:

- What are the problems faced by the waiter and waitress in delivering service at the kitchen restaurant of Aryaduta Hotel Palembang?

C. Research Purpose

- The purpose of this research is to know what the problems are faced by the waiter and waitress in delivering service at the restaurant of Aryaduta Hotel Palembang.

D. Research Benefit

The following are the benefits of this research for Aryaduta Hotel and Convention Centre Palembang, the researcher, and the readers.

1) For Aryaduta Hotel and Convention Centre Palembang

- The management will understand the real condition of the staffs at the restaurant.
- The management will be able to help the staff to find the way to solve the problem.

2) For the Researcher

- To fulfill the final report from Polytechnic of Sriwijaya

3) For the reader

- The students Polytechnic of Sriwijaya will know and they can learn from the research also can make it better in the future.